

Karthikeyan Palanisamy

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Cloud Infrastructure Services Architect & Cloud Operations Manager - AWS Cloud and DevOps with 14 years and 4 months of total IT experience - supporting and optimizing mission critical IT Resources in AWS Cloud, leveraging Cloud Infra Support & Operations and DevOps process. Looking for Technical/Operations/Project Manager or Architect roles in Cloud and Infra Services.

PROFESSIONAL EXPERIENCE

- Currently working in **UST** as **Cloud Infra Services Architect & Cloud Ops Manager** since July 2022.
- Last worked in **Infosys Ltd**, Chennai, India from October 2011 to July 2022. Designation is **Technology Lead** and the role is **Team Lead**.
- Worked previously in Mphasis Ltd., India from August 2008 to August 2011.

Roles and Responsibilities Handled and Project Details:

UST – Chennai, India

*Project 1 (current project) – **Leading Global Shipping Company Digital Operations***

Cloud Infrastructure Services Architect & Operations Manager – AWS Cloud Infrastructure and DevOps.

Infosys - Chennai, India

*Project 1 - **Europe Based Leading Global Technology Company in Electrical Equipments and Automation***

As a technical lead and team lead, working in AWS Cloud Infra Operations & DevOps support team for a European client to support their Infrastructure in AWS Cloud and DevOps track. My role involves,

AWS Cloud Infra Support and Operations :

- Managing and configuring the resources and services in AWS cloud such as EC2, Load Balancers, Target Groups, Security Groups, ACM, S3, RDS, VPC, Route 53, IAM, ECS and Auto Scaling.
- Creating requests for upgrade of current EC2 instances to scale resources based on requirements and requests for new EC2 instances with increasing workload and for DR purpose and will provision instances.
- Create and manage Load Balancers and Target Groups, add or remove instances from Load balancers during prod deployments, when the traffic and web response time is very high on a particular instance and during any config changes on prod servers.
- Create new prod RDS instances for template changes in web applications, upgrades in application prod releases as part of Blue Green Deployments and non-prod RDS instances in some non-prod deployments.
- Manage, create, delete S3 buckets, upload and download files based on requests from application teams using aws cli and Cloud Berry Explorer and to host static websites.
- Renew SSL certificates in Load Balancers using ACM by providing public key, private key and Chain certificates before the expiry date or for adding additional domains and SANs for domains.

- Configuring, regularly monitoring and maintaining the Monitoring tools for the resources such as Cloud Watch, Zabbix, New Relic, Apica and SiteScope.
- For each application, critical monitors are configured which are integrated with ServiceNow to generate incidents.
- We use New Relic for Performance monitoring of applications - web response time, application and database performance, availability, external services performance, synthetic and error monitoring.
- We use Zabbix to monitor availability and performance of servers hosted in AWS - CPU and memory usage, input/output, network, disk usage, processes, services, etc; in windows and linux servers.
- We use Apica as an external monitor to check the availability of the applications on the public domains. We use synthetic and browser monitoring.
- We use SiteScope to do URLs' health checks, generate the reports if we need the historical behavior and error rate of applications based on application servers.

DevOps Support :

- Managing and configuring the DevOps tools like Jenkins, Team City and Octopus for CI/CD Pipeline.
- Managing the infra operations part of build and continuous integration using Jenkins and Team City.
- Managing Docker Containers for CI/CD workflows.
- Doing non-prod and prod CI/CD deployments/releases using Octopus and Jenkins and doing release management.
- We use Git as version control system and repos, branches, and other code development operations with Azure DevOps

Infra Operations Support on Windows and Linux Servers and Databases hosted in AWS and On-premise :

- Periodic patching of windows and linux servers using AWS SSM and support Application team in ad-hoc activities.
- Monitoring and troubleshooting the Application functionalities from Infrastructure end.
- Providing various client applications related support activities from Infrastructure wise and in windows and linux servers - applications patching, SSL certificates renewal, IIS management, nginx, php, apache and WordPress applications, assisting development and application support team for logs analysis, running DB queries in MySQL and MS SQL databases, configuration changes, file system handling, checking and restarting services and troubleshooting, etc;
- Implementation of maintenance and administrative activities through PowerShell scripting on windows servers and Shell scripting on linux servers.
- Backup and restore of databases in Prod, Stage, UAT, Test and Dev environments and maintaining the third Party CDN provider Networks for the Applications.

Other activities :

- Working on RCAs for various incidents and provide steps on preventive actions to stop it from re-occurring.
- Documenting new issues and fixes and activities and updating in JIRA confluence and share documents to team.

As a Team Lead :

- As a team lead, delegating tasks to team members, mentoring and guiding them technically and process wise and managing them effectively and get periodic updates.

- Conducting daily stand up calls with team to discuss on completed and pending tasks and back logs and weekly calls with client manager to showcase and discuss on accomplishments done, major activities and issues, prod releases, major actions for future, etc; and involve in direct client interactions in multiple meetings.
- Reviewing tasks and tickets assigned to team members, handle escalations and tracking all activities of the team at high level apart from working on my own activities.
- Participating in sprint meetings with Dev, BA, QA teams, clients and application owners.

Project 2 - **Leading British Satellite Telecommunications Company**

As team lead and part of Cloud Operations team,

- Maintaining and configuring the resources in AWS such as EC2, Load Balancers, Target Groups, Security Groups, ACM, S3, RDS, VPC, Route 53, IAM, ECS and Auto Scaling.
- Maintaining Backup, Restore and DR solutions for applications, files and databases.
- Worked on AWS infrastructure support and managed services providing infrastructure support for application components like SFDC, CPQ, UPC, P&A, SC, etc;
- Assisting the development team in creating/modifying resources in cloud based on unique requirements.
- Infra operations support on windows and unix servers – SSL certificates renewal, management of users in application sites, logs analysis, IIS management, configuration changes, running DB queries and troubleshooting, etc;
- Documenting articles based on incidents and tasks in Confluence.

Backup Admin Experience :

- In previous experience as Backup Admin, did installation, Configuration and Administration of Backup jobs in IBM TSM, Veritas Backup Exec, Net Backup and EMC Data Domain and tapes, restoring the Data as per client request on above mentioned Backup Environments and worked in Disaster Recovery Management.
- For backup infra, did requirements gathering and analysis for on-premise and cloud infrastructure, did inventory updation, prepared LLD and HLD design documents for cloud migration and infrastructure setup for backup infra.

SKILLS

Primary Technical Skills : AWS and DevOps

Management Skills : Team Management and Operations Manager

CI/CD Tools : Octopus, TeamCity, Jenkins, Docker, Azure DevOps, Git

Operating Systems : Windows and Linux

Databases : MSSQL Server, MySQL, Oracle and Mongo DB

Ticketing Tools : ServiceNow, Jira, BMC Remedy

Certifications & Training: AWS certified Solutions Architect Associate

EDUCATION

Arunai Engineering College, Tiruvannamalai
B.Tech in Information Technology, Anna University.

May 2008